

# UNIVERSITY OF BOURNEMOUTH SEES COST OF OWNERSHIP BENEFITS FROM WINDOWS 2000 TERMINAL SERVICES

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Friday, 19 November 1999

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Over 1,600 students use Open Access Centre in first weeks of term

18.11.99 - Following closely on the heels of the University of Leicester, the University of Bournemouth is the second institution in the UK to deploy Microsoft® Windows® 2000 in a live user environment.

The University of Bournemouth is the first organisation to roll out Microsoft Windows 2000 Terminal Services in a live user environment in a business-critical environment. Some of the main reasons cited by the University for choosing the Windows 2000 solution were TCO benefits, scalability and stability.

The implementation, carried out by IS staff with the support of Getech, Compaq, NCD and Microsoft, began in late August 1999 and is the first part of a two-phase upgrade of the campus network. Since the roll out, over 1,600 students of the University have used the upgraded Open Access Centre services, which provide Microsoft Office® 2000 applications.

Dr Chris Hall, head of Academic Services at the University commented: "We have been working towards a uniform solution which is why we have now standardised on Microsoft Windows NT® Server, Microsoft Windows 2000 Server Terminal Services and Microsoft Office, which provides quality and consistency and a low cost of ownership. The whole thrust of what we have put in place is to deliver high quality administrative systems as well as tools for learning and teaching."

Dr. Hall continues: "It's difficult to say it's totally from the implementation of the new Microsoft Windows 2000 solution, but we've seen increased demand and a much lower volume of complaints. Last year, email used to be at a level of 10,000 a day; now we're seeing up to 30,000 to 40,000 a day which might be symptomatic of students generally having a higher awareness of technology. The proof of the pudding is in the eating however, and the students are swarming all over the computers. There are queues forming to use the Open Access Centre."

Nick McGrath, Windows product marketing manager at Microsoft Limited, commented: "One of the core objectives when developing Windows 2000 was to produce a reliable and manageable operating systems that has support for a variety of hardware devices and operational usage. Customers asked for Windows Terminal Services to become a core part of Windows 2000. As can be seen from the implementation at the University of Bournemouth, we have delivered."

Phase two will address the needs of the administrative network. Dr. Hall concluded: "We're planning to deliver office applications to administration areas in the near future, to prolong the life of desktop PCs another one or two years. Over Microsoft Windows 2000

Terminal Services this drastically reduces the cost of ownership."

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A case study of the implementation at the University of Bournemouth is available from the Microsoft Press Office.

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